



Department of Medical Assistance Services  
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[www.dmas.virginia.gov](http://www.dmas.virginia.gov)

# MEDICAID MEMO

**TO:** All Mental Health and Mental Retardation Agencies,  
Providers of Case Management Waiver Services, Enrolled  
Service Facilitators under Medicaid Waivers, and Medicaid  
Recipients Receiving Consumer-Directed (CD) Services

**FROM:** Patrick W. Finnerty, Director  
Department of Medical Assistance Services (DMAS)

**MEMO:** Special

**DATE :** 04/03/2006

**SUBJECT:** Contracting of Services to a Qualified Fiscal Agent for Consumer-Directed Fiscal Agent Services – Summer 2006.

The purpose of this Medicaid Memorandum is to inform you of the process for transitioning fiscal agent services from the Department of Medical Assistance Services (DMAS) to a contractor. Request for Proposals # 2006-06 was published on February 10, 2006 seeking proposals from experienced, qualified organizations to perform fiscal agent services for consumer-directed services. A contract will be awarded in May 2006 and implementation will be this summer. During the implementation phase, you will receive notices and training from the new fiscal agent about your involvement and your responsibilities in the process.

There will be many enhancements to the services being provided by the fiscal agent, such as:

- Income taxes will be withheld and filed for attendants.
- The fiscal agent will ensure that all attendants have submitted a criminal record check and Virginia Department of Social Services Child Protective Services Central Registry check (VDSS CPS Central Registry) if needed.
- Quarterly attendant payment statements will be mailed to the recipients to verify that payment has been made accurately.

The new fiscal agent will be responsible for enrolling all current recipients and attendants into their services. This will mean that new tax forms will need to be completed and returned to the fiscal agent. There will be training sessions held throughout the Commonwealth to provide detailed up-to-date information regarding this transition.

## **RECIPIENT ENROLLMENT**

The Services Facilitator will be responsible for submitting to the fiscal agent via fax a fiscal agent services request form to begin services that must include the following recipient information:

- Recipient full name (last, first and middle initial) and Medicaid number as written on the Medicaid Card;
- Address of residence (street address, city, state and zip code);
- Social Security number;
- Home telephone number and emergency contact; and
- Anticipated start date.

The fiscal agent will mail the appropriate forms to the recipient for completion prior to the start of services. It is imperative that the Services Facilitator sends the fiscal agent services request form to the fiscal agent immediately after being contacted by the recipient to ensure all paperwork is completed prior to the start of service. This process only needs to be followed when the recipient is beginning consumer-directed services.

## **PATIENT INFORMATION FORM (DMAS-122)**

The Services Facilitator is responsible for sending a current Patient Information Form (DMAS-122) to the fiscal agent, for each recipient before payment is made to an attendant. The DMAS-122 must be sent at least annually and whenever the information is updated. It is possible that another waiver service provider will collect the recipient's patient pay amount. If another waiver service provider collects the patient pay amount, it must be noted by the Case Manager or Services Facilitator on the DMAS-122 and the fiscal agent will not deduct the patient pay amount from the attendant's payroll amount. If the recipient is unsure about who receives the patient pay amount, the recipient should contact the CD Services Facilitator or Case Manager.

## **CRIMINAL RECORD CHECKS**

Effective July 1, 2006, the procedure for Services Facilitators submitting criminal history record checks (CHRC) and Virginia Department of Social Services Child Protective Services Central Registry checks (VDSS CPS Central Registry) for employees of consumer-directed recipients will involve the fiscal agent. The Services Facilitator will notify the fiscal agent via fax that a criminal history record check must be submitted by supplying the recipient age and name, attendant names and expected date of hire. The application(s) will be completed by the recipient/attendant and sent to the fiscal agent prior to providing services. If the recipient is a minor, the fiscal agent must also submit a screening to the VDSS Child Protective Services Central Registry check. The application(s) will be submitted to the State Police in the county or city of the attendant's residency. The CHRC and VDSS CPS Central Registry check will be submitted and returned within 30 days of the attendant's hire date. The fiscal agent will notify the recipient and Services Facilitator of the criminal record checks results.

We look forward to working together with the fiscal agent to provide you with enhanced services to help you coordinate your consumer-directed services. We will continue to provide updates as we transition to the new fiscal agent.

## **ELIGIBILITY AND CLAIMS STATUS INFORMATION**

DMAS offers a web-based Internet option (ARS) to access information regarding Medicaid or FAMIS eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification. The website address to use to enroll for access to this system is <http://virginia.fhsc.com>. The MediCall voice response system will provide the same information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider.

### **“HELPLINE”**

The “HELPLINE” is available to answer questions Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays. The “HELPLINE” numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)

Please remember that the “HELPLINE” is for provider use only. Please have your Medicaid Provider Identification Number available when you call.

## **COPIES OF MANUALS**

DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS website at [www.dmas.virginia.gov](http://www.dmas.virginia.gov). Refer to the “DMAS Content Menu” column on the left-hand side of the DMAS web page for the “Provider Services” link, which takes you to the “Manuals, Memos and Communications” link. This link opens up a page that contains all of the various communications to providers, including Provider Manuals and Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet or would like a paper copy of a manual, you can order it by contacting Commonwealth-Martin at 1-804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates requested.

## **PROVIDER E-NEWSLETTER SIGN-UP**

DMAS is pleased to inform providers about the creation of a new Provider E-Newsletter. The intent of this electronic newsletter is to inform, communicate, and share important program information with providers. Covered topics will include changes in claims processing, common problems with billing, new programs or changes in existing programs, and other information that may directly affect providers. If you would like to receive the electronic newsletter, please sign up at [www.dmas.virginia.gov/pr-provider\\_newletter.asp](http://www.dmas.virginia.gov/pr-provider_newletter.asp).

Please note that the Provider E-Newsletter is not intended to take the place of Medicaid Memos, Medicaid Provider Manuals, or any other official correspondence from DMAS.